EMS Total (Turnout + Travel) Time Defect Rate Louisville Fire Department

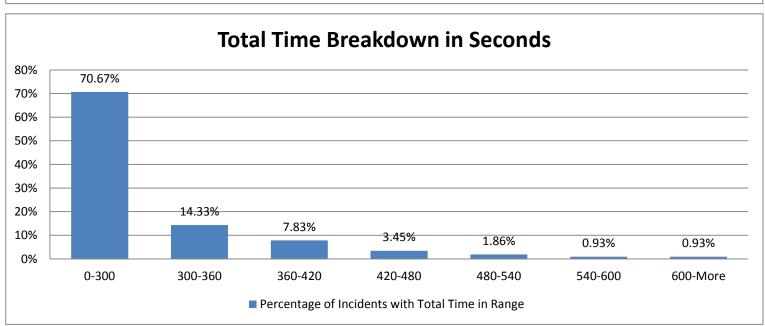


KPI Owner: Fire Department Chief of Staff Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary		
Duscinic: 11 14 avg 33.770		Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: First responding units are late (>300 sec) to	Analytics	Measurement Method: Percentage of incidents in which the first		
no more than 10% of incidents.	Goal Source: NFPA 1710	responding unit took more than 300 seconds to arrive.		
		Why Measure: To assure citizens of a timely response to emergencies		
	Benchmark Source:	Next Improvement Step: TBD		
Benchmark: 90% within 300 seconds	NFPA 1710			

How Are We Doing?							
Nov2013-Oct2014	Nov2013-Oct2014		Oct2014 Goal	Oct2014 Actual			
12 Month Goal	12 Month Actual		OCIZO14 Goal	OCIZO14 ACTUAL			
10%	32%	YOU	10%	29%	YOU		
Percent	Percent		Percent	Percent			

EMS Total (Turnout + Travel) Time Defect Rate Good 45 40 35 30 Percent 25 20 10 0 May2014 Nov2010 Jan2011 Jul2011 Jan2012 Jul2012 Jan2013 Nov2013 Mar2014 Jul2014 Mar2011 May2011 Sep2011 Mar2012 Mar2013 Median Goal



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